

ABSTRACT OF THE DISCLOSURE

A notification system for providing unified alerts about messages left for a user in a communication system is coupled to a voice mail service in an office. When voice mail messages are left for a user, the voice mail service sends header information about the new message to the notification system. The notification system sends a notification of the new messages to a wireless device configured and selected by the user for receiving message notifications. Depending on the type of wireless device, the notification may include a link to a dialer application with which the wireless device can be connected to the voice mail service for selectively listening to the messages of interest. From the new message, the notification system may further extract information about the message sender, and use it to attempt to retrieve the sender's name from the user's personal contact list, for example. This information can then be included in the message header information sent to the user.

006221" 69753035 23000